



Scottish
Swimming



NORTH BERWICK
Swimming Club

COMPLAINT TO CLUB COMPLAINTS PANEL RESPONDENT

(The person to whom the complaint is against)

Please read the notes on this page carefully **before** filling in this form.

You **must** provide the information marked with “*” and, if relevant, the information marked with “•”.

HOW TO FILL IN THIS FORM

All respondents **must** fill in **sections 1, 2, 3 and 6**.

You then only need to fill in those sections of the form that apply in your case.

Fill in **section 4** only if there is some information you wish to draw to the Panel's attention and **section 5** only if you have appointed a representative.

When you have completed the form send the document by email to **nbswimclub@gmail.com** marked “**RESPONSE TO COMPLAINT**” in the title. This form should be completed and returned as detailed above within 14 days of receipt. We would also recommend that you keep a copy for your own use.

We would also refer you to the Fact Sheets issued by Scottish Swimming on Complaints and what to expect. These can be found on the Scottish Swimming website (downloads section under Club Information/Complaints).

The following steps will then take place:-

1. Once you have submitted the form a copy will be sent to the Complainant.
2. At this stage Scottish Swimming will help facilitate a meeting to try and resolve the dispute by conciliation.
3. If conciliation is unsuccessful or not possible, then the matter will be referred to the Club Complaints Panel for assessment. Once it has been decided if the matter may validly proceed both Complainant and Respondent will be notified and asked to identify any dates within the projected time span for setting the Hearing that they will be unavailable.
4. The Club will send one copy of the record to each of the Complainant and Respondent, with details of the place and date of the hearing.
5. The Chair of the Panel may order further information from either party, to be provided to The Club within 7 days of request. Any such further information requested should be submitted with 5 copies and will be intimated to the other party by The Club.
6. No later than 14 days before the Hearing both parties shall intimate to The Club note of any witnesses they intend to present and shall lodge with The Club any documents upon which they intend to rely. A list of witnesses and a copy of any such documentation shall be intimated by The Club to the other party. It will be open to either party to ask the Panel to deal with his/her/their case by way of written submissions only. Such a request must be made in writing no later than 7 days before the Hearing.
7. The Hearing will be conducted in accordance with Scottish Swimming's Rules. The Chair will be responsible for ensuring that both parties are given the opportunity to submit all the relevant evidence for their case. The Chairperson has the discretion to rule out any evidence not considered competent or relevant to the case.
8. At the end of the Hearing the Chair will issue the Panel's decision. This may be done verbally at the end of the Hearing and will be followed by a written note of the decision; or it may be after a period of consideration by the Panel, in which case it will be issued in writing.
9. All parties at the Hearing will be advised that they have the right of appeal and this would be to the Company **in accordance with Company Rule R14.0**.

1. Your Details

1.1*	Name of Club/Organisation/Name of Individual:			
1.2*	Contact Name:			
1.3*	Address:	House No./Name:		
		Street:		
		Town/City:		
	County:		Post Code:	
1.4*	Telephone No.:			
	<small>(where we can contact you during normal working hours)</small>			
	Email address:			

2. The Complaint

		Yes ✓	No ✓
2.1*	Is, or was, the Complainant member of North Berwick Swimming Club?		
2.2*	Does the complaint relate to an action you took on grounds of the Complainant's conduct or capability?		
2.3*	Has the substance of this complaint been raised by the Complainant in writing or verbally direct with you?		
	<p>If 'Yes', please explain below what stage you have reached in the procedure.</p> <p>If 'No' and the Complainant says they have raised a complaint with you in writing, please say whether you have received it and explain why you did not accept this as a complaint.</p>		

3. Response

3.1*	Do you dispute the complaint?	YES		NO	
3.2	If 'Yes', please set out in full the grounds on which you resist the complaint				

Large empty box for providing the grounds for disputing the complaint.

4. Other Information

4.1	Please do not send a covering letter with this form. You should add any extra information you want us to know here.
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Large empty box for providing other information.

5. Your Representative

Please fill in this section only if you want to appoint a representative. If you do fill this section in, we will in future only send correspondence to your representative and not to you

5.1	Representative's Name:				
5.2	Name of Representative's Organisation:				
5.3	Address:	House No./Name:			
		Street:			
		Town/City:			
		County:		Post Code:	
5.4	Telephone No.:				
		<small>(where we can contact you during normal working hours)</small>			
	Email address:				
5.5	How would you prefer us to communicate with you? <small>(Please tick only one box)</small>		Post:		Email:
5.6	Reference:				

6. Please Sign & Date Here

Signature:		Date:			
<p>Data Protection Act 1998. We will send a copy of this form to the respondent(s). We will put some of the information you give us on this form onto a computer. This helps us to monitor progress and produce statistics.</p>					